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32127 7590 06/07/2005

VERIZON CORPORATE SERVICES GROUP INC.
C/O CHRISTIAN R. ANDERSEN
600 HIDDEN RIDGE DRIVE
MAILCODE HQEO3H14
IRVING, TX 75038

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Christian R. Andersen (Depositor's name)
September 7, 2005 (Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/090,264	03/04/2002	Patrick Peterson	01-4005	4196

TITLE OF INVENTION: SYSTEM AND METHOD FOR OBSERVING CALLS TO A CALL CENTER

APPLN. TYPE	SMALL ENTITY	ISSUE FEE	PUBLICATION FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1400	\$0	\$1400	09/07/2005
EXAMINER	ART UNIT	CLASS-SUBCLASS			
HONG, HARRY S	2642	379-265020			

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- (1) the names of up to 3 registered patent attorneys or agents OR, alternatively,
(2) the name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.

- 1 Leonard C. Suchtya, Esq.
2 Joel Wall, Esq.
3 Fitzpatrick, Cella, Harper & Scinto

3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

Verizon Corporate Services Group Inc.
BBNT Solutions LLC

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

New York, NY
Cambridge, MA

09/08/2005 HDEHES2 00000033 072347 10090264

01 FC:1501 1400.00 DA
02 FC:8001 15.00 DA

Please check the appropriate assignee category or categories (will not be printed on the patent): ☐ Individual ☐ Corporation or other private group entity ☐ Government

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- ☐ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27. ☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

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Authorized Signature

Date September 7, 2005

Typed or printed name Leonard C. Suchtya, Esq.

Registration No. 25,707

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OMB 0651-0033

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Intellectual Property Law Group

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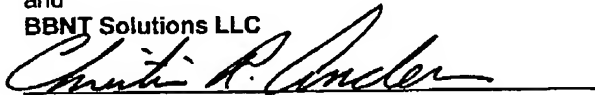
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1 page: Issue Fee Transmittal authorizing a Charge of \$1,400.00 to Account No. 07-2347

Application Number: 10/090,264
First Inventor: Patrick PETERSON
Examiner: Harry S. HONG
Art Unit: 2642
Confirmation No.: 4196
Assignees: Verizon Corporate Services Group Inc.

and
BBNT Solutions LLC


Christian R. Andersen

Date of Transmission: September 7, 2005

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